From the Benefits and Entitlements Service Team (BEST)

How to Access the Employee Benefits Information System (EBIS) Web Application

The Employee Benefits Information System (EBIS) is a secure web program. To reach EBIS, you must first login to the Air Force Portal (https://www.my.af.mil) **or the Air Force Personnel Center (AFPC) Secure website** (https://w20.afpc.randolph.af.mil/AFPCSecurenet20)**.**

Note for Newly Hired Air Force Employees: The EBIS web application is one of two avenues available for enrolling in civilian benefits. The BEST automated phone system is the other option. If you can't access EBIS because you don't have a Common Access Card (CAC) or CAC reader, don't delay! Use the BEST phone system to make your benefits elections. Instructions for the BEST phone system are at
http://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=5828.

AIR FORCE PORTAL

The Air Force (AF) Portal is located on the web at https://www.my.af.mil. If you already have a Portal account, you're ready to log in.

New users should be able to register to use the Portal within 48 hours of receiving a Common Access Card (CAC):

- Click the above link and go to the Portal homepage. (Insert your CAC card in the reader on your computer.) When the login screen appears, find the blue "Not A Member?" tab and click on "Register for a new AF Portal Account with your CAC." (This procedure will set you up with a Portal account that can be accessed by using the CAC card or by Portal User Name and Password.)

- A "Client Authentication" dialog box will appear. If your name and CAC certificate number appear in the white area of the dialog box, then you know it has been registered with Internet Explorer. If more than one certificate appears with your name, select the one that does not have "email" in the description. Click the "OK" button, and enter your CAC PIN at the prompt. (See Note 1)

- A registration screen will appear where you will create your account by providing the requested information and following the prompts. (See Note 2).

- You will receive your account information via two separate emails -- one with your User ID, and one with your password. After receiving these emails, allow at least 30 minutes for the CAC registration process to complete. You will then be able to log on to the Portal with your CAC card or Portal User Name and Password. **In addition, you will be able to access the Portal from your home computer by logging in with your User Name and Password**.

Note 1: If your name and certificate number do not appear in the dialog box, you will have to register your CAC certificate with Internet Explorer before you can go any further. Click on "CAC User's Guide" on the Portal home page to obtain instructions for registering your CAC certificate with Internet Explorer.

Note 2: If you attempt to register for an AF Portal account and receive a message stating your social security number already exists, this means you have already registered for an account. Click on "Forgot Your Username or Password?" under "Password Log In" on the Portal login screen and follow the directions to retrieve your password and user name.

To enter EBIS after logging into the AF Portal, roll your mouse cursor over "Life & Career" on the blue menu bar. A drop-down menu will appear – click on "Career." The "EBIS Employee Benefits Information System" link is located in the far left column, or click on "Civilian Employees" and find it

under the Self-Service Applications. Click the EBIS link and the EBIS login page will appear. Enter your social security number (SSN) and BEST Personal Identification Number (PIN) and click the Login button. You are then ready to conduct benefits transactions or obtain retirement estimates.

Note: If you need assistance with the BEST PIN, see "Information on the BEST (benefits) PIN" on page 3.

AFPC SECURE

Effective 1 Mar 06, **new users** **must** create their AFPC Secure account via Common Access Card (CAC). (This includes individuals whose account expires after 180 days of non-use.) *However*, if you are located at a base where CAC cards are not yet being issued, issuance is delayed, or CAC readers are not yet available, contact the AFPC Personnel Systems Operation Control Center (PSOCC) for assistance with setting up an AFPC Secure account. Call DSN 665-5004 or (800) 616-3775 (option 2, then 4) or send an E-mail to psocc.sd@randolph.af.mil. In the meantime, do not delay conducting your benefits enrollment(s) --- use the BEST automated phone system. Click this link for instructions on accessing the BEST phone system and the BEST telephone menu: http://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=5828.

Click this link to go to AFPC Secure: https://w20.afpc.randolph.af.mil/AFPCSecurenet20.

    Login via CAC Card. Insert your CAC in the reader on your computer. Immediately, a "Client Authentication" dialog box will appear. If your browser has been configured for use with the Common Access Card (CAC), you will see your name and certificate number in the white area of the dialog box. Click the "OK" button. Enter your CAC PIN.

    At the prompt, enter your Air Force affiliation (i.e., U.S. Air Force Civil Service), DSN phone number, and a valid E-mail address. (The E-mail address must end in .mil or .gov to be valid. If you don't have a valid .mil or .gov E-mail address, obtain a free one from https://www.gimail.af.mil.)

    The AFPC Secure Main Menu will then appear. Click the EBIS button to enter EBIS. (See directions below under "To Enter EBIS.")

    While logged into AFPC Secure, be sure to establish a regular UserID and Password. This will enable you to login to AFPC Secure from your **home computer**. During the AFPC Secure account creation process, the system should prompt you to create a UserID and password. If it does not, when you reach the AFPC Secure Main Menu page, scroll to the bottom and click on the "Create UserID and Password" button. (If you've already established a UserID and password, you won't see this button.)

    Login via UserID and Password. This login method is available only to individuals who have an active AFPC Secure account and have already established a UserID and password. This is how you will log in from your home computer as well.

    Click the above link to AFPC Secure. Click "Cancel" when the Client Authentication dialog box appears on your screen, then click "OK" when the Internet Explorer box appears.

    Enter your UserID and password and click the "Secure Login" button. **Please note** that AFPC Secure passwords expire and must be reset every 60 days. To reset your password, you must login to AFPC Secure at work using your CAC card.

    The AFPC Secure Main Menu will appear. Click the EBIS button. (See "To Enter EBIS" directions in next paragraph.)

To Enter EBIS after logging into AFPC Secure:

When you reach the AFPC Secure Main Menu, click the "EBIS" button. This will take you to the EBIS login page.

    - Login to EBIS by entering your SSN (no dashes) and your BEST PIN. See next page for more information on the BEST (benefits) PIN.

- Once logged into EBIS, click the icon that relates to what you wish to do. Examples follow.

-- Click the "Transactions" icon to enroll or make changes to an existing enrollment in the Thrift Savings Plan (TSP), TSP Catch-Up Contributions, Federal Employees Health Benefits (FEHB), or Federal Employees' Group Life Insurance (FEGLI). When the Transactions screen appears, scroll down to the current coverage box for the applicable benefit and click the "Change" button. When the next screen appears follow the prompts, answering the questions. Be sure to follow through until the screen advises your transaction is complete. (Click the Printer Friendly icon to print the enrollment for your records.)

-- If you want a retirement estimate, click the "My Benefits" icon or the "Calculators" icon. The retirement estimate under My Benefits is based on the date you are first eligible for optional retirement and uses current salary data to compute your high-3 average salary. Under Calculators, use the "Quick Retirement Estimate" or the "Advanced Retirement Estimate" calculators to select the date of retirement and enter the high-3 average salary yourself. You can also compute the high-3 average salary by using the "High-3 Average Salary" calculator.

Information on the BEST (benefits) PIN

Your BEST PIN, also called the benefits PIN, is used for both the BEST phone automated system and the EBIS web application.

-- If you have never accessed the BEST phone system or EBIS, your BEST PIN is a 4-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. This 4-digit PIN is set automatically by the automated system when you are hired. (We do not mail BEST PIN numbers.) You will be required to change the 4-digit PIN to a 6-digit number of your choice.

-- If you have previously used EBIS or the BEST phone system, you already have a personally selected 6-digit benefits PIN. If you forget it, you can reset it within either EBIS or the phone system. In EBIS, click the "Forgot Login" link on the EBIS Login page and enter the following information, all of which you should obtain by viewing both your most recent SF 50 (Notification of Personnel Action) and Leave and Earnings Statement (LES): SSN, date of birth, SCD-Leave, pay plan, grade, and step. Once entered, follow the prompt to set a new 6-digit PIN. Within the phone system, you'll be given the choice to enter your SSN and PIN or to press 2 if you forgot your PIN. Simply follow the prompts, enter your SSN, DOB, and so on, and select your new 6-digit PIN.

Note for rehired employees. Be sure to use the SCD-Leave on your **most recent** SF 50 and LES. Do not use the SCD-Leave date on an SF 50 or LES from the previous period of employment. In addition, if you were serviced by BEST under a previous period of employment and already changed your 4-digit PIN to a 6-digit number, the automated system will remember the 6-digit number. If you have forgotten it, reset it via the instructions in the above paragraph.

What to Do if You Forget Your AFPC Secure UserID or Password

-- If you forget your **AFPC Secure UserID** and it has been **less** than 180 days since you last logged into AFPC Secure, click on "Contact Us" at the top of the AFPC Secure screen for assistance. If it has been **more** than 180 days since you last entered AFPC Secure, your account no longer exists. You will create a new account by logging in to AFPC Secure with your CAC card.

-- If you forget your **AFPC Secure password**, login to AFPC Secure at work with your CAC card and click the "Update Password" link at the top of the main menu page. Remember, AFPC Secure passwords expire and must be reset every 60 days. This can only be done by logging into AFPC Secure with your CAC card at work.